entor(s): Linda G. Butler et al.

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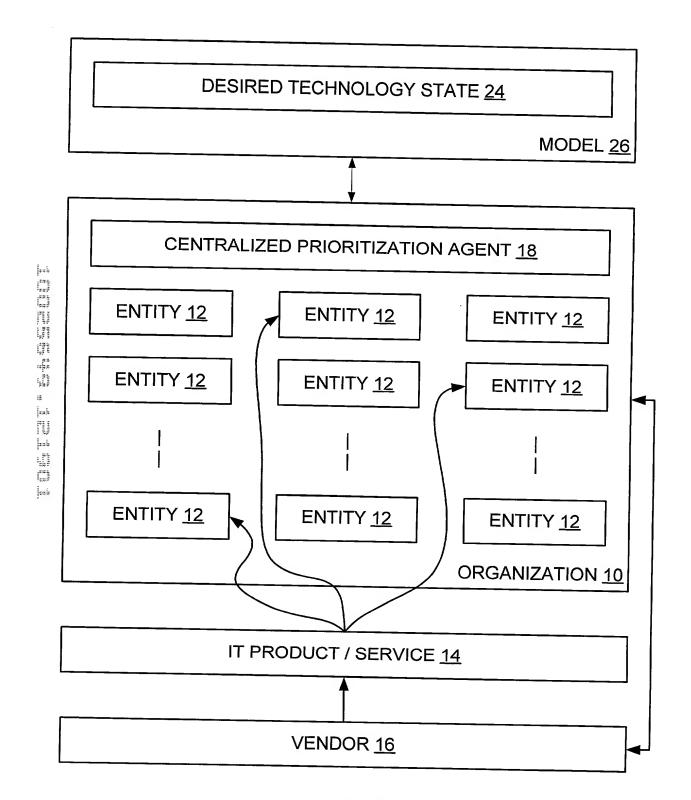


FIG. 1

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POLICY 1 - EACH ENTITY 12 MUST FOLLOW THE FRAMEWORK AND BUSINESS PROCESS FOR ENGAGING IT DEVELOPMENT

POLICY 2 - PROCESS THAT EACH ENTITY 12 MUST FOLLOW WHEN ENGAGING IT DEVELOPMENT

POLICY 3 - TOOLS, JOB AIDES, TEMPLATES, ETC. EMPLOYED
TO IMPLEMENT POLICY 2

POLICY 4 - ADDITIONAL REQUIREMENTS SPECIFIC TO ONE OR MORE OF THE ENTITIES 12

FRAMEWORK 22

FIG. 2

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Title: Process for Obtaining a Service for Multiple Entities Within an

Organization

Inventor(s): Linda G. Butler et al.

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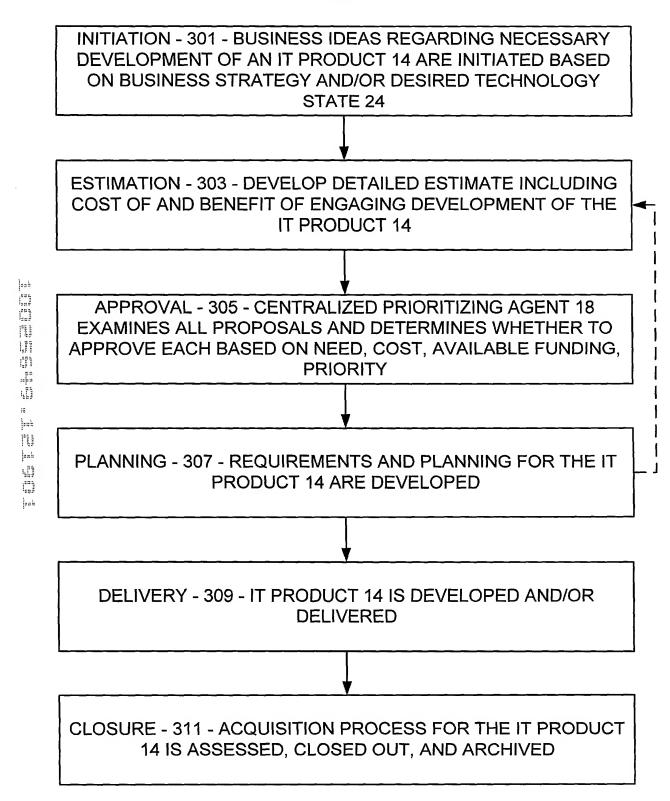


FIG. 3